

**POLICY XI: DUE PROCESS/COMPLAINT
RESOLUTION POLICY**

Student Due Process Procedures:

<u>Level of Due Process</u>	<u>Action Timeline (upon receiving documents)</u>
Lodging a Complaint/Grade Appeal	within 7 days of occurrence
Interview of Discovery with Program Faculty	within 5 days of receipt of docs
First Appeal: Radiologic Technology Program	within 3 days of interview
Second Appeal: School of Health Professions	7 days
Third Appeal: College Level	14 days
Final Appeal: University System of Georgia	60 days

Lodging of Formal Complaint/Grade Appeal: If a student has a grievance or desires a grade appeal, the student must submit the grievance/appeal in writing to the Program Director and Clinical Coordinator of the Radiologic Technology Program within **seven working days of the occurrence (or within seven working days of final course grade submission on the College Banner system)**.

General Complaints: Should any complaint be lodged concerning non-formal grievance complaint levels (e.g., cleanliness of classroom/lab, etc.), the Program Director and faculty must address the complaint for resolution within 7 days of complaint. If such complaints occur in an ongoing fashion, the Program Director or program faculty will address the complaints with the Dean of the School of Health Professions to prevent such complaints from negatively impacting the educational program and move towards a resolution of the complaints.

Interview of Discovery: The Program Director and Clinical Coordinator will schedule a discovery interview with the student within **five working days of receiving the written formal grievance/appeal**.

First Appeal: The Program Director and Clinical Coordinator will render a decision on the formal complaint/appeal **within three working days** of the Interview of Discovery. The Program Director will notify the student in writing or verbally. The Program Director and Clinical Coordinator's decision is binding and final for all purposes, as far as the Radiologic Technology Program is concerned.

Second Appeal: Should the aggrieved person desire to continue the formal grievance/appeal, he will make an appointment with the Dean, School of Health Professions. The student will read a prepared statement to the Dean and answer questions as presented. The Dean shall **render a decision and notify the student in writing or verbally within 7 working days of the grievance/appeal meeting with the student**. The Dean's decision is binding and final for all purposes, as far as the School of Health Professions is concerned.

Third Appeal: Should the aggrieved person desire to continue the formal grievance/appeal, the aggrieved person will make an appointment with the Vice President of Academic Affairs. **within seven days of the Second Appeal result**. The student will read a prepared statement to the Vice President and answer questions as presented. The Vice President shall **render a decision and notify the student in writing or verbally within 7**
<https://daltonstatecollege.sharepoint.com/sites/alliedhealth/Rad Tech Shared/Handbook/Handbook 2022-2024/E11 Policy XI Due Process Complaint Resolution 2022.docx> 5/10/22

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working days of the grievance/appeal meeting with the student. The decision of the Vice President shall be binding and final for all purposes, so far as the College is concerned.

Final Appeal: Should the aggrieved person be dissatisfied with said decision, he/she may apply to the University System of Georgia Board of Regents, without prejudice to his/her position, for a review of the decision. The application for review shall be submitted in writing to the Executive Secretary of the Board **within a period of twenty days, following the decision of the Grievance/Appeal Committee.** This application for review shall state the decision complained of and the redress desired. A review by the Board is not a matter or right, but is within the sound discretion of the Board. If the application for review is granted, the Board or committee of the Board, shall investigate the matter thoroughly and **render its decision thereon within sixty days from the filing date of the application for review or from the date of any hearing which may be held thereon.** The decision of the Board shall be final and binding for all purposes. (Board of Regent's Minutes, 1962-63, pp. 244-245; Minutes, 1967-68, pp. 750-751; Minutes, 1973-74, pp. 176-177). The final appeal does not include any individual(s) directly associated with the program (e.g., program director, clinical coordinator, faculty, administrator).

Documentation: The program maintains a record of all formal grievances and their resolution.

Resolution of Complaints regarding allegations of non-compliance with JRCERT Standards:

Upon receiving notification from the JRCERT that the program is in non-compliance with one or more of the published Standards, the program director will meet and discuss the issue(s) with the program clinical coordinator and Dean of the School of Health Professions of the College. This meeting will be called and conducted within 7 days of the receipt of the non-compliance. The program director will then in turn formulate a response in writing to the JRCERT in an effort to resolve the non-compliance. The written response will be forwarded to the JRCERT within 14 days of the initial non-compliance notification.

Should a student or student wish to contact the JRCERT and file a complaint or concern about the Dalton State College Radiologic Technology Program the following is the contact information for the JRCERT (Joint Review Committee on Education in Radiologic Technology):

**JRCERT
20 N. Wacker Drive, Suite 2850
Chicago, IL 60606-3182
312-704-5300 phone
312-704-5304 fax
www.jrcert.org**